

JOB FAMILIES

[EXECUTIVE](#)

[TECHNICAL](#)

[NON TECHNICAL](#)

JOB SECTION: EXECUTIVE

- 1 [Chief Executive Officer](#)
- 5 [Research Director](#)
- 4 [Finance Director/Chief Financial Officer](#)
- 7 [Chief Legal Counsel](#)
- 3 [Chief Financial Officer/Company Secretary](#)
- 6 [Sales & Marketing Director](#)

POSITION DESCRIPTION

Position Title: Chief Executive Officer
Position Code: 1

Responsible for

Achieving corporate objectives, and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Corporations Act for the statutory compliance of all business activities of the company.

Reports To

Board of Directors (and Shareholders) or Overseas Principals.

Supervises

Directors, Divisional and Functional Managers.

Main Activities

- Submitting business forecasts and budgets for the consideration of the Board, and recommending major policy changes and developments.
- Monitoring and directing overall operations to achieve revenue and expense budgets and the satisfactory performance of the various profit centres across the organisation.
- Directing the preparation, communication, and execution of operating objectives, plans and programs.
- Negotiating major deals and financial arrangements, loan terms etc.
- Directing and motivating the executive team in the achievement of agreed goals and standards.
- Acting as the chief spokesperson for the organisation.

Key Skills

- Sound leadership skills and a proven record of successful staff management. Must be an effective manager by exception.

Internal Contacts

Functional and Divisional Managers, and all subordinate staff. Fellow Directors on board/policy making management team.

External Contacts

Industry associations, company bankers, other financial institutions both local and overseas, Federal and State Government officials, major customers/clients, shareholders, major suppliers, legal firms, and the media.

Typical Experience

Over 15 years general experience in all aspects of management at a senior level including functional areas such as Administration, HR, Marketing and Finance and coordination of multi-functional activities. Tertiary qualifications and management training.

POSITION DESCRIPTION

Position Title: Research Director
Position Code: 5
Career Level: 7

Responsible for

Achieving organisational objectives through the successful selection, scheduling and co-ordination of research programs.

Reports To

Chief Executive Officer.

Supervises

Scientific and Technical Staff.

Main Activities

- Providing strategic direction and commercial focus for organisational research programs through the development of strategies and policies.
- Coordinating interaction between activities such as biological research, chemistry and pharmaceutical development.
- Developing and implementing IP strategies.
- Collaborating with the CEO in the preparation, communication and execution of operating objectives, plans and programs to shareholders and the public.
- Providing technical interpretation and evaluation of proposals involving external sources, assessing the implications for the organisation and overseeing related contracts.
- Leading and mentoring specialist employees - which may include chemists, biologists and other functional staff to ensure the effective management of all scientific personnel.
- Developing and maintaining national and international networks.
- Remaining abreast of relevant industry funding opportunities and liaising with relevant bodies such as Venture Capitalists and Grant Agencies and prepare funding proposals accordingly.
- Submitting regular reports to the Board.

Key Skills

- Must have an established scientific record, credibility and reputation in a relevant scientific field/s.
- Will require commercial experience and the ability to derive commercial return from research and development investments.
- Strong interpersonal skills, management record and demonstrated ability to manage multi-disciplinary teams.

Internal Contacts

Senior Management, Chief Executive Officer, Board Members, Heads of Section.

External Contacts

Venture Capitalists, Grant Agencies, Universities, professional Affiliations.

Typical Experience

Approximately 10 - 15 years experience in a research environment, usually with knowledge in more than one field of science. Will have a PH.D.

POSITION DESCRIPTION

Position Title: Finance Director/Chief Financial Officer
Position Code: 4
Career Level: 7

Responsible for

Establishing and controlling the financial systems and administrative services of the organisation, and providing financial information to Chief Executive and Directors.

Reports To

Chief Executive/Managing Director.

Supervises

Finance, Accounting, and Administration staff.

Main Activities

- Directing the establishment of Financial/Accounting principles, procedures and practices in the organisation, in line with legal and corporate requirements.
- Collecting, analysing and providing accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions, and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

Key Skills

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities.
- The ability to organise and control major accounting systems is also required.

Internal Contacts

Functional Management, Company Secretary, Internal Audit, IT Manager.

External Contacts

Financial Institutions, Major Customers & Suppliers, External Auditors, Investment Advisers.

Typical Experience

At least 12 - 15 years practical experience coupled with relevant tertiary qualifications.

Other Comments

The role administers and directs to meet statutory and corporate reporting requirements. The detail is largely delegated.

POSITION DESCRIPTION

Position Title: Chief Legal Counsel
Position Code: 7
Career Level: 7

Responsible for

Advising Senior Management on their individual and corporate legal obligations and rights so as to protect the organisation's interests. Ensuring compliance with relevant regulations, legal demands and ethical standards that affect business activities.

Reports To

Chief Executive/Managing Director.

Supervises

Legal Officers, Corporate Counsel/Commercial Specialists/Business Assurance Analyst.

Main Activities

- Ensuring Senior Managers/Board of Directors are kept informed of new and proposed legislation which may affect the organisation's activities, and compliance with all existing laws and government regulations. Advising on impact of Court decisions.
- Researching legislation affecting the organisation, passing advice onto relevant managers to ensure that the company operates fully within the law with special reference to its methods of business, its contractual relations & its process of negotiation.
- Advising on business acquisitions/divestments (whether assets or corporations), ensuring protection of the company's intellectual property rights (trade marks, patents, designs, copyright and confidential information) and maintaining registration and renewal of all business names.
- Identifying and briefing management on potential and actual legal exposures and taking appropriate proactive and remedial measures. Providing legal advice concerning tax, insurance, property, advertising, sales agreements and trade practices.
- Negotiating, drafting & interpreting contracts, assisting management in the early stages of negotiations with third parties, ensuring that contractual terms & conditions for supply & acquisition of products are protecting the company's interests. Reviewing/updating standard contracts & drafting additional standard contracts where required.
- Resolving legal disputes/claims, and initiating/defending legal proceedings as necessary. May appear in court to represent the organisation and brief counsel on legal matters, ensuring that the organisation is effectively represented in any legal action taken against it.
- Maintaining statutory records and filing returns.

Key Skills

- Excellent communication skills.
- Ability to interpret legal requirements and apply to relevant business operations.
- General managerial experience.

Internal Contacts

Regulatory Affairs Manager, all Divisional and Functional Managers.

External Contacts

Government Departments and Regulatory Bodies, External Solicitors and Appraisers.

Typical Experience

At least 15 years relevant commercial experience coupled with a law degree. Will be a registered Solicitor.

Other Comments

Alternative Titles: Group Counsel or Chief Manager, Legal Affairs, may also have Company Secretary responsibilities.

POSITION DESCRIPTION

Position Title:	Chief Financial Officer/Company Secretary
Position Code:	3
Career Level:	7

Responsible for

Establishing and controlling the financial systems and administrative services of the organisation, and providing financial information to Chief Executive and Directors. Ensuring that the Company meets its statutory and legal obligations under the relevant legislation with special reference to its corporate activities, including subsidiary operations.

Reports To

Chief Executive/Managing Director.

Supervises

Finance, Accounting, and Administration staff.

Main Activities

- Directing the establishment of Financial/Accounting principles, procedures and practices in the organisation, in line with legal and corporate requirements.
- Collecting, analysing and providing accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions, and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.
- Preparing and arranging all Board meetings and undertaking various activities related to these meetings - ensuring compliance with all legal, statutory and corporate affairs requirements and providing specialist advice to the Board. Facilitating ongoing communication between the organisation and external Board members.
- Providing legal advice to management on a wide range of corporate and employment relations issues. Ensuring compliance and reporting requirements to statutory and third parties are accurately and timely fulfilled.
- Reviewing, summarising and advising management on corporate documentation prior to sealing. Controlling the Executive Share Plan, maintaining the Organisation's Share Register and controlling corporate records.
- Assisting with the year end accounting process and the preparation of the organisation's annual report. Ensuring that Board administration is effectively performed.
- Participating in special projects and assignments of strategic importance to the organisation.

Key Skills

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities.
- The ability to organise and control major accounting systems is also required.
- Good working knowledge of relevant legislation.
- Excellent communication skills.
- Excellent negotiation and dispute resolution skills.

Internal Contacts

All Divisional Managers, Internal Audit, Legal Staff, Finance Staff.

External Contacts

Financial Institutions, Major Customers & Suppliers, External Auditors, Investment Advisers, Shareholders, External Directors, Solicitors, other Legal Advisors.

Typical Experience

At least 12 - 15 years practical experience coupled with relevant tertiary qualifications.

Other Comments

This is a composite role created specifically for smaller organisations where its common to have these responsibilities fulfilled by one incumbent.

POSITION DESCRIPTION

Position Title: Sales & Marketing Director
Position Code: 6
Career Level: 7

Responsible for

Establishing and controlling national sales and marketing strategies to achieve market share, and sales and profit targets.

Reports To

Chief Executive/Managing Director.

Supervises

A national sales force and a specialist marketing team.

Main Activities

- Formulating national sales and marketing policies thereby making major contributions to organisation.
- Revenue.
- Profit projections.
- Short and long term plans.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Monitoring sales performance and selling expenses and initiating corrective action where necessary.
- Negotiating major deals and maintaining key customer contacts at senior levels.
- Coordinating market research and market intelligence data.
- Determining pricing and volume discount policies.

Key Skills

- Professional marketing skills. Detailed knowledge of technological developments and trends. The role requires strong motivational and persuasive skills, coupled with good planning and administrative abilities. Negotiating skills are also important.

Internal Contacts

Sales and marketing executives and specialists, state or branch managers, finance and accounting, systems and software development.

External Contacts

Major customers, the media, market research firms, public relations firms, distributors Federal and State Government officials.

Typical Experience

At least 15 years of related sales/marketing experience. Typically has tertiary qualifications.

Other Comments

The role combines professional marketing skills and sales management skills on a national level.

JOB SECTION: TECHNICAL

Research & Development:

- 10 [Head of Section - Research & Development](#)
- 11 [Principal Scientist - Research & Development](#)
- 12 [Senior Scientist - Research & Development](#)
- 13 [Scientist - Research & Development](#)
- 14 [Lab Assistant - Research & Development](#)

Production:

- 20 [Head of Section - Production](#)
- 21 [Production Manager/Principal Scientist](#)
- 22 [Production Team Leader/Senior Scientist](#)
- 23 [Scientist - Production](#)
- 24 [Lab Assistant - Production](#)

Other:

- 28 [Quality Assurance Manager](#)
- 30 [Lab Manager](#)
- 31 [Quality Assurance Scientist](#)
- 35 [Clinical Trials Manager](#)
- 36 [Clinical Trials Coordinator](#)
- 33 [Project Manager](#)
- 38 [Analytical Development Manager](#)

POSITION DESCRIPTION

Position Title: Head of Section - Research & Development
Position Code: 10
Career Level: 5

Responsible for

Managing Research and Development projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

Reports To

Chief Executive Officer, Research Director.

Supervises

Scientific and Technical Staff.

Main Activities

- Ensuring organisational research and development objectives are achieved by directing staff responsible for coordinating projects.
- Managing projects ensuring they are relevant to the organisation's commercial interests and consistent with organisational objectives.
- Ensuring all activities comply with relevant acts, authorities, legal demands, ethical standards and organisational policies.
- Developing effective document management systems to ensure accurate storage of information and retrieval when required.
- Managing costs within defined departmental and/or project cost centres.
- Developing and maintaining relationships with companies and institutions such as outsource contractors, partners, member institutes, scientific collaborators and potential licensees.
- Acting as a mentor and providing expert technical advice, facilitating the training and career development of staff.
- Developing and implementing policies and procedures relating to workplace safety.
- Presenting papers at national and international conferences.

Key Skills

- Must have an established scientific record, credibility and reputation in a relevant scientific field/s.
- Ability to work in and foster a team environment.
- Extensive experience in project management.
- Advanced communication, interpersonal and presentation skills.

Internal Contacts

Heads of Other Departments, Senior Scientists, Scientists, Sales & Marketing Staff, Project Directors, Discovery & Development Staff.

External Contacts

Outsource Contract Service Providers, Partners and Industry Related Networks, Member Institutes, Professional Affiliations, Universities.

Typical Experience

Will have at least 7 - 10 years relevant industry experience. University degree in a relevant science discipline, often with a Masters or Ph.D.

POSITION DESCRIPTION

Position Title: Principal Scientist - Research & Development
Position Code: 11
Career Level: 4

Responsible for

Coordinating projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

Reports To

Head of Section - Research and Development.

Supervises

May supervise more junior scientists.

Main Activities

- Coordinating projects and providing expert technical/scientific advice to ensure project targets are achieved on time.
- Participating in project planning to ensure alignment with organisational objectives.
- Identifying and communicating new research opportunities.
- Maintaining accurate laboratory records to secure commercial protection of inventions by patent and to allow future reproduction of methods.
- Ensuring all activities comply with relevant acts, regulatory authorities, legal demands, ethical standards and organisational policies.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.
- Presenting papers at national and international conferences.
- Developing competency levels of staff by identifying training and development requirements and conducting performance reviews in accordance with organisational policy.
- Developing and implementing OHS policies and procedures relating to workplace safety.

Key Skills

- Extensive experience and knowledge of relevant scientific fields.
- Comprehensive management and planning skills with an ability to work independently.
- Excellent communication, interpersonal and presentation skills.

Internal Contacts

Heads of Departments, Senior Scientists, Scientists, Production, Sales & Marketing, Quality Group, Discovery & Development Staff.

External Contacts

Industrial Collaborators, Universities, Research Institutes, Government Research Organisations.

Typical Experience

Will have at least 5 years of relevant industry experience. University degree in a relevant science discipline, often with a Masters or Ph.D.

Other Comments

May be involved in conducting QA activities.

POSITION DESCRIPTION

Position Title: Senior Scientist - Research & Development
Position Code: 12
Career Level: 3

Responsible for

Providing scientific expertise on research being conducted by the organisation - making recommendations and identifying new opportunities.

Reports To

Head of Section - Research and Development, Principal Scientist.

Supervises

May supervise more junior scientists.

Main Activities

- Providing expert technical/scientific advice to ensure project targets are achieved on time.
- Conducting research to investigate and solve complex conceptual problems. Making recommendations based on analysis - either independently or in collaboration with others.
- Identifying and communicating new research opportunities.
- Assisting with the identification, communication and planning of any resource management issues.
- Maintaining accurate laboratory records to secure commercial protection of inventions by patent and to allow future reproduction of methods.
- Acting as mentor - imparting technical knowledge and expertise to team members.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.

Key Skills

- Sound experience and knowledge of relevant scientific fields.
- Excellent communication, interpersonal and presentation skills.
- Ability to work as part of a team.
- Strong planning skills to ensure projects progress in scheduled time frames.

Internal Contacts

Managing Director, Heads of Departments, Principal Scientists, Scientists, Production, Sales and Marketing, Quality Group, Discovery and Development Staff.

External Contacts

Industrial Collaborators, Universities, Research Institutes, Government Research Organisations.

Typical Experience

Will have at least 2 - 3 years of relevant industry experience. University degree in a relevant science discipline, may have a Masters or Ph.D.

Other Comments

May be involved in conducting QA activities.

POSITION DESCRIPTION

Position Title: Scientist - Research & Development
Position Code: 13
Career Level: 2

Responsible for

Providing scientific expertise on research being conducted by the organisation - making recommendations in collaboration with others and identifying new opportunities.

Reports To

Head of Section - Research and Development, Senior Scientist, Principal Scientist.

Supervises

No Supervisory Responsibilities.

Main Activities

- Conducting research to investigate and solve complex conceptual problems and making recommendations based on analysis in collaboration with others.
- Assisting with the identification and communication of new research opportunities.
- Maintaining familiarity with regulatory guidelines and industry standards.
- Ensuring laboratory equipment is clean and well maintained.
- Ensuring laboratory records are maintained detailed and up to date. May provide regular reports on project development.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.
- Developing and implementing QA control processes and procedures, advising Heads of Departments about potential risk areas.

Key Skills

- Sound experience and knowledge of relevant scientific fields.
- Excellent communication skills and interpersonal skills.
- Ability to work as part of a team.
- Ability to keep detailed records and produce scientific reports.

Internal Contacts

Principal Scientist, Senior Scientists, Occupational Health & Safety Committee Members, Discovery & Development Staff.

External Contacts

Industrial Collaborators.

Typical Experience

May have 1 years relevant industry experience but not essential. University degree in a relevant science discipline, may have a post-graduate qualification.

POSITION DESCRIPTION

Position Title: Lab Assistant - Research & Development
Position Code: 14
Career Level: 1

Responsible for
Facilitating the efficient operation of all R&D laboratories by providing essential support functions.

Reports To
Senior Scientist.

Supervises
No Supervisory Responsibilities.

Main Activities

- Planning and designing work activities in order of priority according to the number of projects running concurrently.
- Ordering stock such as chemicals and solvents as required.
- Maintaining a sound working knowledge and awareness of safety regulations and operating procedures within the laboratory environment.
- Conducting regular maintenance checks on laboratory equipment and initiating repairs if required.
- Ensuring services such as cleaning and waste disposal are conducted efficiently and promptly.

Key Skills

- Experience with laboratory apparatus.
- Good organisational and interpersonal skills.
- Sound administrative abilities.

Internal Contacts
Principal Scientist, Senior Scientists, Scientists.

External Contacts
Resource and Service Providers.

Typical Experience
May have limited relevant industry experience. Coupled with tertiary qualifications at a Certificate, Diploma level or may be studying for a relevant scientific degree.

Other Comments
Alternative title: Research Assistant.

POSITION DESCRIPTION

Position Title: Head of Section - Production
Position Code: 20
Career Level: 5

Responsible for

Managing Production projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

Reports To

Chief Executive Director, Research Director.

Supervises

Scientific and Technical Staff.

Main Activities

- Ensuring objectives are achieved by directing staff responsible for co-ordinating projects.
- Managing projects ensuring they are relevant to the organisations commercial interests and consistent with organisational objectives.
- Ensuring all activities comply with relevant acts, authorities, legal demands and ethical standards.
- Developing effective document management systems to ensure accurate storage of information and retrieval when required.
- Managing costs within defined departmental and/or project cost centres.
- Developing and maintaining relationships with companies and institutions such as outsource contractors, partners, member institutes, scientific collaborator and potential licensees.
- Acting as a mentor and providing expert technical advice, facilitating the training and career development of staff.
- Developing and implementing policies and procedures relating to workplace safety.

Key Skills

- Must have an established scientific record, credibility and reputation in a relevant scientific field/s.
- Ability to work in and foster a team environment.
- Extensive experience in project management.
- Advanced communication, interpersonal and presentation skills.

Internal Contacts

Heads of Other Departments, Senior Scientists, Scientists, Sales & Marketing Staff, Project Directors, Discovery & Development Staff.

External Contacts

Outsource Contract Service Providers, Partners and Industry Related Networks, Member Institutes, Professional Affiliations.

Typical Experience

Will have at least 10 years relevant industry experience, coupled with a Ph.D.

POSITION DESCRIPTION

Position Title: Production Manager/Principal Scientist
Position Code: 21
Career Level: 4

Responsible for

Managing and coordinating the operations of the production unit and ensuring compliance with organisational, statutory and safety standards.

Reports To

Head of Section - Production, General Manager.

Supervises

Production Staff.

Main Activities

- Planning all aspects of production including protocols, data analysis, process control, output quality and quantity, cost, time available and labour requirements.
- Preparing work programs to achieve planned production, quality management of product and process improvement.
- Ensuring production processes are in accordance with established quality control operating procedures. Regularly review and initiate changes if required.
- Controlling the use of facilities through planning of maintenance, designation of operating hours and supply of resources.
- Identifying training and development requirements of staff and implementing programs to develop an efficient and multi-skilled team. Conducting performance reviews in accordance with organisational policy.
- Ensuring the organisation adheres to all statutory requirements and provides a safe working environment by actively participating in the development, implementation and review of safety initiatives.
- Facilitating and coordinating the interactions of different departments.

Key Skills

- Exceptional resource management skills in order to organise, plan and coordinate production activities.
- High levels of initiative and the ability to meet strict deadlines.
- Advanced negotiation and administrative skills.
- Strong interpersonal and communication skills.

Internal Contacts

Sales & Marketing, IT, Quality Assurance/Quality Control, Research & Development, Shipping, Purchasing & Administration, Scientific Staff.

External Contacts

Suppliers and Service Providers, Relevant Authorities, Clients.

Typical Experience

Will have extensive (7+) years relevant experience coupled with a university degree in a science discipline, may have a postgraduate qualification.

POSITION DESCRIPTION

Position Title: Production Team Leader/Senior Scientist
Position Code: 22
Career Level: 3

Responsible for

Coordinating the operations of the production unit from the receipt of new orders to their dispatch.

Reports To

Production Manager/Principal Scientist, Head of Section - Production.

Supervises

May supervise more junior Production Staff.

Main Activities

- Conducting laboratory work throughout the production stream.
- Coordinating the different aspects of production from the receipt of new orders, starting with their validation and processing through to dispatch.
- Monitoring order progress and status throughout the production system and initiating necessary steps to ensure dispatch dates are met, especially with delayed and stagnant orders.
- Contributing to the development of work programs aimed at achieving planned production, quality management of product and process improvement.
- Ensuring production processes are in accordance with established quality control operating procedures. Regularly review and initiate changes if required.
- Ensuring the organisation adheres to all statutory requirements and provides a safe working environment by actively participating in the development, implementation and review of safety initiatives.

Key Skills

- High levels of initiative and the ability to meet strict deadlines.
- Well developed supervisory skills and the ability to work as part of a team.
- Strong interpersonal and communication skills.

Internal Contacts

Scientific Staff, Quality Assurance/Quality Staff, Customer Service Managers.

External Contacts

Suppliers and Service Providers, Relevant Authorities, Clients.

Typical Experience

Will have at least 3+ years relevant experience coupled with a university degree in a science discipline.

POSITION DESCRIPTION

Position Title: Scientist - Production
Position Code: 23
Career Level: 2

Responsible for

Conducting all operations associated with the production unit from the receipt of new orders to their dispatch.

Reports To

Production Team Manager/Principal Scientist, Head of Section - Production.

Supervises

No Supervisory Responsibilities.

Main Activities

- Conducting laboratory work throughout the production stream.
- Managing and tracking data associated with production.
- Packaging and accurately labelling completed products in line with Regulatory requirements.
- Maintaining adequate stock levels within an assigned area of responsibility and ensuring the safe storage, handling and disposal of materials.
- Assisting in the preparation of work programs to achieve planned production, quality management of product and process improvement.
- Ensuring production processes are in accordance with established quality control operating procedures. Regularly review and initiate changes if required.
- Assisting with the provision of a safe working environment by actively participating in the development, implementation and review of safety initiatives.

Key Skills

- The ability to meet strict deadlines and work as part of a team.
- Sound interpersonal and communication skills.
- Strong organisational skills.

Internal Contacts

Scientific Staff, Quality Assurance/Quality Coordinator, Customer Service Managers.

External Contacts

Client as required.

Typical Experience

May have 1 - 3 years relevant industry experience but not essential. University degree in a relevant science discipline.

POSITION DESCRIPTION

Position Title: Lab Assistant - Production
Position Code: 24
Career Level: 1

Responsible for
Facilitating the operation of production by providing essential support functions.

Reports To
Senior Scientist.

Supervises
No Supervisory Responsibilities.

Main Activities

- Planning and designing work activities in order of priority according to the number of projects running concurrently.
- Ensuring stock levels are maintained and ordering materials if required.
- Maintaining a sound working knowledge and awareness of safety regulations and operating procedures within the production environment.
- Cleaning and storing equipment appropriately and conducting regular maintenance checks to ensure operational quality of equipment.
- Recording and entering data as required. Regularly sorting and organising files.
- Ensuring services such as cleaning and waste disposal are conducted efficiently and promptly.

Key Skills

- Strong planning and organisational skills.
- Good communication and interpersonal skills.
- Sound administrative abilities.

Internal Contacts
Production Manager, Production Team Leader, Scientists.

External Contacts
Resource and Service Providers.

Typical Experience
May have limited relevant industry experience coupled with tertiary qualifications at the Certificate or Diploma level or may be studying for a relevant scientific degree.

Other Comments
Alternative title: Research Assistant.

POSITION DESCRIPTION

Position Title: Quality Assurance Manager
Position Code: 28
Career Level: 5

Responsible for
Planning, designing, implementing and maintaining a quality management system that complies with local and international standards.

Reports To
Research Director

Supervises
Lab staff, and Quality Assurance Scientists

Main Activities

- Developing and overseeing the implementation of quality assurance initiatives across various departments and external suppliers.
- Notifying Department Heads regarding potential areas of risk by providing reports on the effectiveness and suitability of the management system.
- Acting as a resource advisor for management on quality and providing assistance for the use of quality concepts and technologies.
- Identifying and providing training and career development for Quality Assurance Staff.
- Reviewing and updating the quality system regularly in order to maintain and improve its effectiveness.
- Ensuring that adequate training programs are in place for internal staff.

Key Skills

- Familiarity with all appropriate biotechnology standards and requirements.
- Sound technical background
- Strong interpersonal skills

Internal Contacts
Senior Management across all functions

External Contacts
External Quality Assessors, Relevant Authorities and Suppliers.

Typical Experience
Will have at least 10 years relevant experience coupled with tertiary qualifications in relevant discipline.

POSITION DESCRIPTION

Position Title: Lab Manager
Position Code: 30
Career Level: 3

Responsible for

Managing the operations of a laboratory ensuring the efficient organisation of procedures and policies.

Reports To

Quality Assurance Manager, Chief Scientist.

Supervises

Laboratory Supervisors, Laboratory Technicians.

Main Activities

- Ensuring the efficiency and quality of operations within the organisation concerning the laboratory environment such as machinery repairs, maintenance of relevant manuals and the development of internal tracking systems - for equipment and stock.
- Supervising laboratory staff to ensure standard operating procedures are followed.
- Managing Administrative/Human Resources functions such as recruitment, induction, arranging timetables, purchasing and storing scientific journals.
- Organising the handling and disposal of hazardous waste such as radioactive and biological material.
- Ordering supplies as required and arranging the necessary permits and licences for purchases.
- Participating in the development and production of staff safety manuals. Will ensure safety procedures are adhered to and alert management to any safety concerns.
- Participating in regular audits of the organisations procedures, methods and training levels.

Key Skills

- Advanced management and administrative skills.
- Strong organisational and communication skills.
- Ability to identify, develop and review operating procedures.

Internal Contacts

Principal Scientist, Senior Scientists, Laboratory Staff.

External Contacts

Resource and Service Providers, Relevant Authorities.

Typical Experience

Will have at least 5 years relevant experience coupled with a university degree in a science discipline.

POSITION DESCRIPTION

Position Title: Quality Assurance Scientist
Position Code: 31
Career Level: 3

Responsible for
Implementing Quality Assurance/Control processes and procedures to ensure high quality products and services for both internal and external customers.

Reports To
Quality Assurance Manager

Supervises
May supervise more junior Quality Assurance staff.

Main Activities

- Implementing quality assurance initiatives across various departments and external suppliers ensuring processes and final product meets customer requirements and product specifications.
- Implementing and monitoring various control mechanisms, databases and data management systems within the organisation so that processes and products are consistent and any variations can be investigated and eliminated.
- Reviewing data and control mechanisms to identify trends and ensure ongoing improvements and initiating or recommending changes in respect to process performance where necessary.
- Liaising with suppliers and vendors to ensure stated quality specifications and requirements are maintained.
- Ensuring all activities comply with relevant acts, regulatory authorities, legal demands, ethical standards and organisational policies.
- Liaising with suppliers and vendors to ensure stated quality specifications and requirements are maintained.

Key Skills

- Strong technical and analytical skills to support sound problem solving processes.
- Advanced negotiation and persuasion skills.
- Excellent interpersonal and communication skills.

Internal Contacts

Other departments such as Production, Research & Development, Sales & Marketing.

External Contacts

Collaborators, Relevant Authorities.

Typical Experience

Will have at least 4 - 5 years relevant experience coupled with a university degree in a science discipline.

POSITION DESCRIPTION

Position Title: Clinical Trials Manager
Position Code: 35
Career Level: 5

Responsible for

Planning, monitoring and managing clinical trials and projects to a high standard of quality and within relevant regulations and guidelines.

Reports To

Head of Clinical Development, Research Director.

Supervises

Clinical Trials Team Members, external Contract Research Organisation (CRO) resources.

Main Activities

- Ensuring all activities are conducted in compliance with organisational policies and standard operating procedures as well as regulatory and statutory guidelines.
- Liaising with Management to determine project objectives, milestones, performance criteria and strategies.
- Identifying relevant resource needs and coordinating their provision in a timely manner. Recommending/implementing strategies to ensure project resource requirements are met.
- Managing clinical trial activities in accordance with agreed time-lines and protocols.
- Providing technical expertise and advice on therapeutic and clinical research processes.
- Liaising with relevant project team members, investigators, overseas collaborators and external partnerships.
- Overseeing the review of substantive results from clinical trials as well as ensuring regular reviews are conducted on the scientific and strategic objectives of a project.
- Managing the process of transferring highly technical information contained in research papers (either related external publications or internal clinical trial summaries) into useable information for sales & marketing purposes.
- Perform feasibility analyses of clinical trials including development of budget proposals.
- Undertaking extensive and detailed activities to track and manage project budgets as well as negotiating financial arrangements within agreed limits.

Key Skills

- Proven experience in clinical trials and contract management.
- Excellent communication and interpersonal skills.
- Proven negotiation, mediation, diplomacy and problem solving skills.
- Sound leadership abilities, including conflict resolution, motivational and decision making skills.
- A team player, highly organised with an emphasis on procedures/compliance.
- Excellent understanding of FDA and European GCP requirements.
- Computer literacy - MS Word, Project, Excel Spreadsheet.

Internal Contacts

Clinical Development Team Members, Project Management Group, Finance, Regulatory Affairs, QA, Business Development, IP, Medical Director.

External Contacts

Outsource service and goods providers, research nurses, coordinators, pharmacists, sponsor representatives (potential and existing).

Typical Experience

5+ years relevant industry experience coupled with a degree in science or a health care discipline.

Other Comments

May be required to travel (regional, interstate, overseas). Requires a high awareness of the industry and its specialist requirements/regulations.

POSITION DESCRIPTION

Position Title: Clinical Trials Coordinator
Position Code: 36
Career Level: 3

Responsible for

Participating in, coordinating activities for, and/or monitoring clinical trials to a high standard of quality and in accordance with relevant regulations and guidelines.

Reports To

Clinical Trials Manager.

Supervises

No supervisory responsibilities. May act as a mentor for more junior clinical trial team members.

Main Activities

- Ensuring all activities are conducted in compliance with organisational policies and standard operating procedures as well as regulatory and statutory guidelines.
- Assisting with the feasibility analyses of clinical trials including the development of budget proposals.
- Designing, preparing and tracking key clinical study documentation.
- Assisting with the identification and sourcing of necessary study resources.
- Participating in, coordinating and/or monitoring on-study activities.
- Handling and accounting for study drug, and tracking adverse event reports. Processing, storing and tracking biological samples.
- Assisting with the control and tracking of project milestones.
- Participating in and/or coordinating administrative activities such as data entry, analysis and checking.
- Preparing clinical study reports.
- Performing quality control checking of all study documentation, and organising the appropriate maintenance of relevant clinical equipment.

Key Skills

- Proven experience in a clinical trials environment.
- Excellent communication and interpersonal skills.
- Well developed planning and coordination skills.
- A working knowledge of FDA and European GCP requirements.
- Demonstrated initiative, flexibility and attention to detail.

Internal Contacts

Clinical development team members, other internal personnel as required.

External Contacts

Outsource service and goods providers, research nurses, pharmacists, sponsor representatives.

Typical Experience

2+ years relevant industry experience coupled with a degree in science or a health care discipline.

POSITION DESCRIPTION

Position Title: Project Manager
Position Code: 33
Career Level: 4

Responsible for

Planning, desk top researching, assessing, coordinating and managing projects, particularly external projects. Conducting work in a safe manner in line with the organisations safety policy and ensuring a safe work environment for all employees.

Reports To

CEO, Research Director, Head of Product Development, Head of Section - Research & Development.

Supervises

No supervisory responsibilities.

Main Activities

- Assisting in the development of project plans, regulatory strategy and budgets with appropriate milestones for business development and manufacturing needs.
- Developing protocols with Contract Research Organisation (CRO) and/or collaborators for the study of compounds and formulations.
- Compiling and monitoring budgets.
- Organising the appropriate contracts to be put in place.
- Consulting with, maintaining and developing professional relationships with external contacts for optimisation of the study/programme design.
- Reporting results and compiling study and project reports and presentations.
- Working with members of the business development team to contribute to compilation of grant applications.
- Assisting with the monitoring of new information on relevant market sizes and activities.
- Preparing presentations and project documents for potential licensing partners.

Key Skills

- Proven project management experience within relevant industry.
- Excellent communication and interpersonal skills.
- Ability to establish and adhere to strict project timeframes.
- Understanding of business and project requirements.
- Effective leadership, coordination, negotiation and motivational skills.
- Ability to work as part of a cross disciplinary team.
- Willingness to learn cross disciplinary approach to task areas for example disease, market and regulatory.

Internal Contacts

Other departments such as Administrative, Finance, Business Development, Research & Development, Clinical Research, Quality & Assurance.

External Contacts

External collaborators including Industry, Government and University. Contract Research Organisations (CRO).

Typical Experience

Relevant industry experience coupled with a university degree in a relevant science discipline.

POSITION DESCRIPTION

Position Title: Analytical Development Manager
Position Code: 38
Career Level: 5

Responsible for

Managing the analytical function to ensure that Analytical service and support is provided to relevant departments such as Research and Development, Quality Assurance & Quality Control, Sales & Marketing and Clinical Trials projects.

Reports To

Production Manager, Project Manager, Scientific Affairs Manager, Research Director.

Supervises

Potentially a small team of Analytical staff.

Main Activities

- Overseeing and organising the Analytical testing of development, validation and stability samples as requested.
- Ensuring that Analytical work is accurately performed, documented, stored and archived in-line with relevant standards and in-house procedures.
- Reviewing , Developing and validating Analytical procedures and processes.
- Performing more complex Analytical Development and sample analysis as required.
- Review and approve SOP's, protocols and reports.
- Perform internal audits to ensure necessary SOP's are present and technically correct.
- Participating in the development and implementation of safety initiatives that ensure the provision of a safe working environment in compliance with relevant legislation.
- Identifying and providing for the training and Development requirements of the Analytical team.

Key Skills

- Demonstrated management experience, proven supervisory skills and ability to identify training needs.
- Sound general laboratory skills and experience.
- Effective communication, planning and organisational skills.
- Competent computing skills with a variety of different software.

Internal Contacts

Production Manager, Scientific Staff, Customer Service Managers Service and Sales Representatives, IT and Quality Control Staff.

External Contacts

Regulatory Bodies (TGA, FDA), Industry Providers, Pre-clinical and Clinical Testing Laboratories and Organisations.

Typical Experience

5 - 7 years relevant industry experience coupled with tertiary qualifications in Science such as a Bachelor of Science in Chemistry or equivalent.

Other Comments

Alternative title: Analytical Services Manager.

JOB SECTION: NON TECHNICAL

Administration:

40 [Administration/Office Manager](#)

Secretarial:

43 [Personal Assistant to Senior Executive\(s\)](#)

Finance & Accounts:

45 [Chief Accountant](#)

46 [Financial / Management Accountant](#)

47 [Assistant Accountant](#)

48 [Accounts Officer](#)

Sales & Marketing:

50 [Sales & Marketing Manager](#)

52 [Business Development Manager](#)

51 [Business Development Specialist](#)

53 [Product Development Manager](#)

55 [Sales Representative](#)

Customer Service:

58 [Customer Service Representative](#)

Regulatory Affairs:

60 [Intellectual Property \(IP\) Manager](#)

61 [Patent Manager](#)

65 [Regulatory Affairs Manager](#)

Other:

70 [Company Secretary](#)

68 [Informatics Manager](#)

75 [IT Manager](#)

POSITION DESCRIPTION

Position Title: Administration/Office Manager
Position Code: 40
Career Level: 4

Responsible for

Ensuring the office is operated professionally, effectively and efficiently by providing support in Office Management, Administration and Human Resources, as required.

Reports To

General Manager.

Supervises

Receptionist and/or Administration Assistant. May also supervise Project Administrators or Accounts staff.

Main Activities

- Allocating work assignments to ensure an efficient productive workload from the Administration team.
- Managing resources to ensure that reception is operational between standard working hours.
- Ensuring the effective management of the organisation's filing and archiving systems.
- Coordinating meeting rooms and relevant audio-visual equipment.
- Maintaining office supplies, researching specific purchase information for regular goods and services required by the office and negotiating contracts for the supply of such goods and services.
- Maintaining kitchen facilities (if applicable), office equipment and phone, car and security key lists.
- Coordinating, as required, activities associated with the maintenance of building facilities and equipment including the administration of building security/access for employees.
- Providing assistance on matters relating to implementing agreed policies and procedures - based on both internal guidelines and the interpretation/adherence to relevant pieces of government legislation.

Internal Contacts

Staff at all levels.

External Contacts

Suppliers of Office Equipment, Security Firms, Recruitment Agencies, Telecommunications Companies.

Typical Experience

At least 3 years of Administrative experience in managing and coordinating general office support. Employees in this role may have a relevant administrative qualification.

Other Comments

This role is typically found in organisations with mid-range sized offices where Office Administration activities can be conveniently co-ordinated from a central location.

POSITION DESCRIPTION

Position Title: Personal Assistant to Senior Executive(s)
Position Code: 43
Career Level: 3

Responsible for

Providing secretarial and administrative support exclusively to Senior Executive/s whilst maintaining a high level of discretion.

Reports To

Senior Executive/s.

Supervises

May supervise other Personal Assistants/Administrators.

Main Activities

- Producing general correspondence, memoranda, presentations, reports and correspondence of a confidential nature on behalf of Senior Executive/s.
- Organising business appointments and travel arrangements for Senior Executive/s.
- Screening telephone calls, fielding inquires and requests and escalating urgent matters for Senior Executive's attention.
- Managing a Senior Executive's diary and some personal matters on his/her behalf.
- Communicating with the organisation's Executives, Executives of external organisations, Board members, suppliers and clients on behalf of Senior Executive/s.
- Co-ordinating the organisation of business functions, public relations events, lunches and dinners.
- Supporting other Senior Executive/s when required.

Key Skills

- Strong interpersonal, communication and negotiation skills.
- Exceptional corporate presentation and excellent people management skills.
- Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
- Excellent organisational and administration skills.
- A proactive and flexible approach to work.
- Ability to liaise at an Executive level and to work under pressure.

Internal Contacts

Board Members and Staff at all levels.

External Contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical Experience

At least 5 years of experience as a Personal Assistant. Employees in this role may have completed a relevant administrative qualification.

POSITION DESCRIPTION

Position Title: Chief Accountant
Position Code: 45
Career Level: 5

Responsible for

Controlling the organisation's Accounting operations to ensure effective reporting and control of funds, import expenditures, capital expenditure, investments, assets.

Reports To

General Manager, National Finance Manager or Divisional Manager Finance.

Supervises

Accounting Staff.

Main Activities

- Organising and supervising Accounting systems in order to ensure timely and accurate production of accounts and reports.
- Providing analysis and commentary regarding accounts and financial reports.
- Providing regular reports, recommendations and interpretations to Senior Management on financial and operating data and variances in the budget.
- Preparing and submitting statutory returns.
- Establishing and continually modifying general Accounting procedures and systems.
- Collating corporate budgets, monitoring and reporting on performance.
- Organising credit control.
- Leading and co-ordinating a team of Accounting staff.

Key Skills

- Strong Financial Management ability.
- Analysis and interpretation skills.
- Knowledge of import/export operations and foreign exchange.
- Excellent communication skills and the ability to interact at a Senior Management level.
- Leadership and mentoring skills.

Internal Contacts

Divisional Managers, Internal Auditors, Sales & Marketing Staff, Legal Officers.

External Contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical Experience

Will have 7 - 10 years experience coupled with relevant tertiary qualifications and membership of professional Accounting and/or Financial institutions.

Other Comments

Alternate Title: Financial Controller.

POSITION DESCRIPTION

Position Title: Financial / Management Accountant
Position Code: 46
Career Level: 3

Responsible for

Reviewing designated financial aspects of the organisation's operations to assist in the preparation, consolidation and interpretation of corporate budgets, plans and projections.

Reports To

Chief Accountant/Financial Controller.

Supervises

No supervisory responsibilities.

Main Activities

- Assisting in the design and implementation of management reporting and analytical systems for evaluating the feasibility of alternatives in the funding and expansion of operations/projects.
- Compiling and applying historical or projective data in the analysis of operating performance or potential revenue and costs.
- Assisting in the preparation of annual budgets and capital expenditure plans as required.
- Participating in the development of long-term plans and financial models aimed at improved profit planning and budgeting.
- Reviewing capital expenditure plans referred for analysis and reporting on potential return on investment under nominated constraints or conditions.
- Participating in capital replacement studies and advising management on alternate funding or project arrangements.
- Participating in the development of improved management information systems and procedures.
- Undertaking studies of the viability of alternative plans of action.
- Reviewing reports from different areas of the business, conducting detailed analyses of operating results and reporting on variances from plans/budgets.

Key Skills

- Forecasting and analytical skills.
- Advanced spread sheeting skills.
- Excellent communication and presentation skills.

Internal Contacts

Management, Sales & Marketing Staff.

External Contacts

Limited External Contacts.

Typical Experience

Will have around 5 years of relevant experience coupled with tertiary qualifications in Business and Accounting.

Other Comments

In certain organisations the position may go under the title 'Research & Development Cost Accountant' and have a strong emphasis on project financial management and liaise with Principal Scientist/Team Leaders.

POSITION DESCRIPTION

Position Title: Assistant Accountant
Position Code: 47
Career Level: 2

Responsible for

Supervising the processing, analysis and reporting of financial transactions and information and/or supervising the coordination of budgeting processes and preparing various management reports on a monthly, quarterly and annual basis.

Reports To

Chief Accountant or Financial Controller.

Supervises

Typically no supervisory responsibilities.

Main Activities

- Performing activities associated with organisational financial planning and/or management accounting reports.
- Providing analyses and commentary to accounts and financial/management reports.
- Maintaining the financial/management accounts and general ledger systems (at least to trial balance stage) to ensure the maintenance of a common information base.
- Assisting with the participation of various budget processes and assisting with the preparation of various management reports, mostly on a monthly, quarterly and annual basis.
- Assisting in monitoring and reporting on cash flow and liquidity.
- Ensuring requirements relating to both internal financial/management and external regulatory information are catered for by computerised information systems.
- Assisting with the preparation and submission of statutory returns as required.
- Assisting in special investigations/projects concerning a wide-range of commercial accounting issues as required.
- Providing or supervising the clerical activities involved in such activities as reconciling the inter-organisational information required for management reporting purposes.

Key Skills

- Ability to analyse and communicate financial information.
- Sound knowledge of organisational accounting procedures.
- Developing skills within financial/management accounting principles.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal Contacts

Divisional Managers, Internal Audit, IT Staff, Sales & Marketing Staff, Legal Staff.

External Contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical Experience

At least 2 - 4 years of relevant accounting experience - including exposure to such activities as general accounting, financial analysis and reports. Will possess (or be working towards to the completion of) recognised professional qualifications.

Other Comments

A developmental role within the organisation's accounting area.

POSITION DESCRIPTION

Position Title: Accounts Officer
Position Code: 48
Career Level: 2

Responsible for

Performing basic and routine parts of the Accounts Payable and/or Accounts Receivable functions and general Accounting duties.

Reports To

Financial Accountant, Office Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Processing basic and routine functions related to Accounts Payable and/or Accounts Receivable and general Accounting duties, including invoicing, preparation and processing of cheques, payment advices, performing bank reconciliations, compiling debtor statements and statutory returns, performing petty cash reconciliations and preparing related documentation and correspondence.
- Making journal or data entries and extracting statistical data and reports from records for analysis.
- Assisting with month end accounting procedures and with the production of weekly, fortnightly, monthly and quarterly reports as required.
- Maintaining records of documents processed for ready access and producing various reports according to operating procedures.
- Preparing debtor lists, contacting clients in order to procure outstanding payments and escalating long standing/delinquent debtors to more Senior staff.
- Obtaining authorisation for payment from appropriate personnel, allocating expenditure to the correct budget account and arranging for the drawing of cheques and other forms of payment.
- Assisting in calculating the costs of proposed expenditure, wages and standard costs.

Key Skills

- Growing knowledge of organisation's Accounting procedures related to work performed.
- Understanding of spreadsheets, data analysis and reconciliation procedures.
- Strong administrative and procedural skills.
- Excellent attention to detail.
- Initiative and integrity.
- Team player.

Internal Contacts

Sales, Marketing, Warehouse & Distribution, Customer Support.

External Contacts

Clients, Debt Collecting Agencies.

Typical Experience

At least 12 months related experience and may have, or be undertaking, a formal qualification in Accounting.

Other Comments

Alternative Title: Accounts Clerk, Accounts Payable Officer, Accounts Receivable Officer. If the primary focus of this role is Accounts Receivable, employees may be involved in Credit Control activities.

POSITION DESCRIPTION

Position Title: Sales & Marketing Manager
Position Code: 50
Career Level: 6

Responsible for

Setting, negotiating and ensuring the achievement of marketing and sales forecasts, budgets and objectives.

Reports To

Chief Executive Officer.

Supervises

A team of Sales/Marketing Support Staff, Sales Representatives.

Main Activities

- Developing marketing policies and strategies for approval by the Executive team.
- Planning product promotion campaigns and coordinating associated market research.
- Developing and maintaining sales budget and pricing strategies and reporting regularly on the progress in relation to the achievement of budgeted targets.
- Negotiating or participating in major sales deals and approving major discounts or deliveries of products by subordinate staff.
- Ensuring the efficient and accurate placing of all customer sales orders - from accurate entry of orders from customers into the accounting and production systems through to professional and timely after-sales customer service.
- Ensuring that the organisation's customer base is expanded through the investigation and associated follow up of potential new sales leads.
- Representing the organisation at relevant industry conferences - again with the aim of networking and developing relationships with potential new clients.
- Monitoring and keeping aware of competitor's sales and product strategies.
- Recruiting and training Sales Staff.

Key Skills

- Very strong sales, negotiation and account/territory management skills.
- Professional marketing skills in combination with detailed knowledge of biotechnological developments and trends.
- Strong knowledge of organisational products and research projects.
- Good planning and administration abilities.
- Management development/supervisory skills.

Internal Contacts

Sales & Marketing Staff, Finance & Accounting Staff, Customer Service Staff, Production Staff, Quality Assurance Staff.

External Contacts

Major Customers, Advertising Agents, Suppliers, Federal and State Government Officials, Promotional Agencies.

Typical Experience

Will have at least 10 years of relevant industry experience - with a strong Sales & Marketing focus - coupled with tertiary qualifications in a relevant Scientific area and potentially also tertiary business qualifications.

POSITION DESCRIPTION

Position Title: Business Development Manager
Position Code: 52
Career Level: 5

Responsible for

Acting as the first line of Management, directing a team of Business Development Specialists to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Reports To

Business Development Director, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

Supervises

Business Development Specialists.

Main Activities

- Planning and directing the activities of a team of Business Development Specialists, and ensuring all staff are motivated to attain predetermined Sales targets.
- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training Sales staff.

Key Skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.

Internal Contacts

Sales Staff at all levels, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Customers, Prospective Customers.

Typical Experience

8 - 10 years of Sales experience, coupled with relevant tertiary qualifications.

Other Comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Direct End User Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of Sales oriented and Managerial tasks.

POSITION DESCRIPTION

Position Title: Business Development Specialist
Position Code: 51
Career Level: 4

Responsible for

Sourcing relationships with clients and key decision makers to further secure and develop new business opportunities, grow the organisation through the commercialisation of its Intellectual Property and satisfy customer needs.

Reports To

Sales & Marketing Manager.

Supervises

Typically no supervisory responsibilities.

Main Activities

- Identifying commercial partners and/or strategic alliances for organisational projects that will enable the organisation to maximise the value of these projects.
- Assessing potential partners, evaluating proposed deals, and analysing and developing business cases for new business targets - ensuring that an internal "due diligence" process occurs to confirm both scientific and commercial soundness.
- Ensuring effective liaison with all relevant stakeholders (both internal and external) throughout the negotiation process of any new contractual relationships.
- Generating term sheets and new business/financial models, drafting & negotiating contracts.
- Investigating unexplored business opportunities in the organisation's current portfolio of research projects and intellectual property.
- Maintaining active competitor intelligence to ascertain competitor projects and generating associated progress reports as required.
- Managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Promoting the organisation's products and services to all identified targets in a selected area including new and existing clients.
- Liaising with and assisting the Marketing division in product promotion.
- Preparing, developing, implementing and reporting on progress in relation to budgets and forecasts and providing database analysis reports as required.

Key Skills

- Ability to continue building an established referral network and manoeuvre through complex political situations.
- Highly developed communication and analytical skills.
- Ability to source, synthesize and collate complex scientific and commercial data.
- Strong financial and quantitative skills.
- Experience in either direct negotiations and/or providing back-up to negotiation teams.

Internal Contacts

Sales & Marketing, IP Team Members, Chief Accountant.

External Contacts

Existing Clients, Potential New Clients, Legal Advisers, Government Departments & Agencies, Pharma/Biotech Business Development Contacts, Professional Affiliations.

Typical Experience

Will possess at least 5 years of relevant industry experience with particular experience in business development with pharma and biotechnology organisations. Post graduate tertiary qualifications in a commercial discipline & may also hold a PHD in Life Sciences.

Other Comments

This role may have a global focus.

POSITION DESCRIPTION

Position Title: Product Development Manager
Position Code: 53
Career Level: 4

Responsible for

Designing and developing new products and grant applications in conjunction with the organisation's research and development programs, and conducting market assessments in relation to these.

Reports To

Business Development Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Planning, designing and developing new products arising from the organisation's research and development programs.
- Conducting market assessments and maintaining active competitor intelligence in relation to existing and new products.
- Ensuring new products meet international regulatory standards.
- Conducting financial modelling for new product market plans. Conducting valuations of in-license opportunities, including net present value analysis.
- Assisting with the identification and technical alignment of external collaborators in relation to product development plans, and negotiating with external parties to secure contract research agreements.
- Managing the process of transferring highly technical information into usable information for sales and marketing purposes.
- Monitoring grant opportunities from key granting bodies and work with Business Development Director to determine grant strategy.
- Designing, structuring and writing grant applications in line with the organisation's product development objectives.
- Ensuring final versions are completed and submitted according to the specifications of the granting body and reflecting the organisation's high professional standards.
- Liaising with key personnel of the granting body and /or organisations involved in the project.

Key Skills

- Excellent communication and interpersonal skills including negotiation, diplomacy and problem solving skills.
- Ability to understand and communicate complex scientific concepts.
- Outstanding technical writing skills and the ability to manage large documents with a high level of attention to detail.
- Ability to conduct detailed financial and market analysis.
- Demonstrated commitment to teamwork and a flexible, responsive approach to work.
- Demonstrated ability to think critically, logically and strategically.
- Knowledge of ICH and FDA regulatory requirements.
- Creativity and a flair for innovation.

Internal Contacts

Other members of administrative, finance and scientific teams.

External Contacts

CRO, companies involved in product development, suppliers, universities and Government agencies.

Typical Experience

Tertiary qualifications in a relevant scientific discipline, coupled with relevant post-graduate business qualifications. 8-10 years experience gained in a life sciences industry with a background in pharmacy, science or regulatory affairs, including experience in product development.

POSITION DESCRIPTION

Position Title: Sales Representative
Position Code: 55
Career Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Customers, Suppliers.

Typical Experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

Alternative Titles: Sales Executive, Sales Consultant.

POSITION DESCRIPTION

Position Title: Customer Service Representative
Position Code: 58
Career Level: 2

Responsible for

Consulting customers regarding support of various products, conducting product demonstrations and maintaining general after-sales support.

Reports To

Customer Support Manager/Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing clients with product knowledge to ensure optimum utilisation of the organisation's products.
- Conducting product training for clients and staff.
- Responding to customer enquiries.
- Assisting customers with initial usage of products and ongoing problem resolution.
- Investigating, resolving or escalating all client complaints in a timely fashion.
- Identifying sales opportunities for follow up by Sales Representatives.

Key Skills

- Strong Customer Service orientation.
- Excellent presentation and communication skills.
- Product demonstration skills, coupled with training and public speaking ability.
- Knowledge of organisation's/industry products.
- Ability to identify sales leads.

Internal Contacts

Customer Service Staff, Sales Staff, Finance & Administration Staff, Technical Support Staff.

External Contacts

Customers, Product Vendors.

Typical Experience

At least 2 years of experience in the relevant industry.

POSITION DESCRIPTION

Position Title: Intellectual Property (IP) Manager
Position Code: 60
Career Level: 5

Responsible for

To manage the development, protection and exploitation of the organisation's intellectual property portfolio consistent with strategic corporate and product development objectives.

Reports To

Chief Executive Officer.

Supervises

May supervise a small team of Legal/Patents employees.

Main Activities

- Managing the development, protection and exploitation of the organisation's intellectual property strategy and portfolio with due integration of relevant scientific and commercial considerations.
- Providing and coordinating a full range of legal services relative to IP and the licensing of technology both as a recipient and transferor of technology - including managing claims, negotiation and preparation of research and licence agreements, handling disputes and litigation associated with actions against third party infringers where necessary.
- Undertaking competitive intelligence activities as required and providing a capture mechanism for integration with organisational commercial and IP strategies.
- Monitoring and liaising with external IP advisers dealing with IP portfolio registrations and renewals.
- Advising the organisation on the impact of legislation and relevant treaties on technology licensing and IP that may affect the organisation's business.
- Working closely with Scientists, Research Collaborators and Patent Attorneys to maximise the organisation's IP capture and protection.
- Establishing and maintaining IP records that will ensure both quick access to the status of organisational assets and projects and the generation of related reports for use by other parties including Business Development Managers and Senior Management.
- Managing a range of legal issues and external legal advisers.

Key Skills

- Strong negotiation, interpersonal and presentation skills.
- Strong attention to detail.
- A strong commercial focus.
- Understanding of the issues and processes surrounding patents and IP issues.

Internal Contacts

Sales & Marketing, Business Development Managers, CEO, Research Scientists.

External Contacts

Legal Advisers, Professional Affiliations, Public & Private Research Organisations and Collaborators, Patent Attorneys, Industry Regulators.

Typical Experience

Will have at least 10 years of IP professional experience coupled with relevant Scientific or Business tertiary qualifications. May also possess Patent Certification.

Other Comments

In smaller organisations, the IP Manager may also be responsible for all organisational patent issues and/or business development and exploitation of commercial opportunities.

POSITION DESCRIPTION

Position Title: Patent Manager
Position Code: 61
Career Level: 4

Responsible for

Protecting the organisation's investment in research and development by managing and advising on all organisational patent and trade mark issues.

Reports To

General Manager, Research Director.

Supervises

Patent Officers, Scientists, may also supervise Clerical Staff assisting in patent administration activities.

Main Activities

- Advising on patent and trade mark matters including patent and trademark searches, infringements and disclosure authorities.
- Interfacing with the external patent attorney firm on patent applications and issues and reviewing correspondence and responses drafted by external patent attorneys and ensuring the detail is accurate and in the organisations best technical and commercial interests.
- Assessing patent ideas for quality and patentability and making decisions concerning patent applications and continuance.
- Reviewing patent applications and responding to patent actions from the respective patent offices.
- Providing internal education and seminars on patent/trade mark issues.
- Liaising with Technical Managers within the organisation to ensure patent targets are met.

Key Skills

- Excellent Written and Oral Communication Skills.
- Ability to interpret and apply relevant legislation across multiple jurisdictions.
- A high level of technical skills and understanding in the relevant technical domain.

Internal Contacts

All Technical Managers, Senior Executives, Scientists.

External Contacts

Patent Attorney Firms, Patent Office.

Typical Experience

Will typically have 5 - 8 years relevant experience in patents/trade marks. Additionally, the typical incumbent will be registered as a patent and trade mark Attorney and as such will possess both technical and legal qualifications.

POSITION DESCRIPTION

Position Title: Regulatory Affairs Manager
Position Code: 65
Career Level: 5

Responsible for

Establishing standards and specifications for all organisational products that have to comply with Government Regulations and advising and guiding programmers to ensure the approval of such products to market.

Reports To

Chief Executive Officer, Technical Manager.

Supervises

May supervise a small team of Regulatory Affairs Officer(s).

Main Activities

- Ensuring that all new and existing products are registered correctly with the relevant Government Authorities.
- Planning, preparing and submitting submissions to the relevant Government Regulatory Authorities on product specifications and ensuring the timely approval of product applications.
- Preparing clinical trial applications for early phase clinical trials and drafting associated clinical protocols.
- Advising on key strategic issues such as the design and timing of toxicology and clinical studies and ensuring they comply with the latest guidelines.
- Responding to questions raised by the Regulatory Authorities during their assessment of submissions.
- Recommending changes to product specifications in line with statutory requirements.
- Maintaining existing registrations (licence maintenance) keeping the relevant regulatory authorities informed of changes to approved products - such as how it is made or prescribed and monitoring and arranging necessary re-registration.
- Meeting with relevant regulatory authorities as required.
- Assisting in training Sales Staff.

Key Skills

- Ability to meet deadlines and deal with Government Agencies.
- Good communication skills and attention to detail.
- The ability to understand and summarise complex scientific information.
- Presentation and negotiation/persuasion skills.
- Proven track record in medical writing.
- Knowledge of Food & Drug Administration (USA) and Therapeutic Goods Administration (AUS) regulatory requirements.

Internal Contacts

Company Secretary, Legal Officer, Scientists, IP Staff.

External Contacts

Commonwealth & State Government Officials, Regulatory Authorities, Clinical Scientists.

Typical Experience

Will have at least 5 - 10 years of related experience coupled with relevant tertiary level qualifications in a Scientific or Technical field. May also possess higher qualifications such as a related MSc or PhD.

Other Comments

In smaller companies Regulatory Affairs may be combined with other project management responsibilities such as Quality Assurance.

POSITION DESCRIPTION

Position Title: Company Secretary
Position Code: 70
Career Level: 5

Responsible for

Ensuring that the Company meets its statutory and legal obligations under the relevant legislation with special reference to its corporate activities, including subsidiary operations.

Reports To

General Manager, Chief Executive Officer.

Supervises

May supervise clerical staff.

Main Activities

- Preparing and arranging all Board meetings and undertaking various activities related to these meetings - ensuring compliance with all legal, statutory and corporate affairs requirements and providing specialist advice to the Board.
- Facilitating ongoing communication between the organisation and external Board members.
- Providing legal advice to management on a wide range of corporate and employment relations issues.
- Ensuring compliance and reporting requirements to statutory and third parties are accurately and timely fulfilled.
- Reviewing, summarising and advising management on corporate documentation prior to sealing.
- Controlling the Executive Share Plan, maintaining the Organisation's Share Register and controlling corporate records.
- Assisting with the year end accounting process and the preparation of the organisation's annual report.
- Ensuring that Board administration is effectively performed.
- Participating in special projects and assignments of strategic importance to the organisation.

Key Skills

- Good working knowledge of relevant legislation.
- Excellent communication skills.
- Excellent negotiation and dispute resolution skills.

Internal Contacts

All Divisional Managers, Legal Staff.

External Contacts

Shareholders, External Directors, Solicitors and other Legal Advisors.

Typical Experience

At least 5 years experience as a lawyer within commercial/corporate law. Degree qualified in law, economics and/or accounting together with membership of the Australian Institute of Chartered Secretaries.

POSITION DESCRIPTION

Position Title: Informatics Manager
Position Code: 68
Career Level: 4

Responsible for

The management, development and administration of information systems to facilitate the effective storage, communication and analysis of organisational research & development information amongst both local and remote employees.

Reports To

Chief Executive, Research Director.

Supervises

Typically no supervisory responsibilities.

Main Activities

- Developing informatics strategies that will be compatible with future software and hardware developments within the organisation.
- Developing, implementing and managing information systems to facilitate the efficient storage and transfer of data within the organisation in order to boost the efficiency by which scientific information is accessed and transferred.
- Developing and administering the communication of relevant information both within and external to the organisation.
- Investigating and reviewing a range of relevant research-related resources for potential use within the informatics area of the organisation.
- Analysing and interpreting information made available through the application of IT support systems.
- Working with teams of Scientists to develop software that enables them to more easily access vast amounts of information from both internal and external research databases.

Key Skills

- Expert knowledge of scientific principles and concepts.
- Excellent communication skills.
- General IT and project management skills.
- The ability to create and develop custom informatic solutions for the organisation.

Internal Contacts

IT Employees, Quality Assurance Employees, Research & Development Employees.

External Contacts

Informatics Staff at Other Organisations, IT Software and Hardware Vendors.

Typical Experience

Will have at least 5 years of relevant experience coupled with relevant tertiary qualifications such as a BSc (Hons) or a PhD.

Other Comments

Informatics employees will have a quantitative and/or computational background as well as tertiary/post doctoral research experience in chemistry, computational chemistry, bioinformatics, genomics, structural biology, statistics or computer science.

POSITION DESCRIPTION

Position Title: IT Manager
Position Code: 75
Career Level: 4

Responsible for

Designing, developing, implementing and maintaining a broad range of IT systems and processes.

Reports To

Chief Executive Officer.

Supervises

In small organisations may not have supervisory responsibilities.

Main Activities

- Designing, enhancing and maintaining the network and email system. Responsible for the design and daily operation of the back-up system.
- Acting as an internal technical reference point for colleagues by providing telephone and basic face to face technical support to users regarding desktop/LAN issues.
- Maintaining effective computer security including, firewall, patches and viruses.
- Providing operational support for existing and new desktop applications such as Microsoft operating systems and Office Suite, including monitoring the systems performance, diagnosing and solving problems and training staff in the use of the applications and procedures.
- Acting as an interface between suppliers/carriers/vendors and the organisation. May be involved in negotiation and administration of the organisation's outsourced contracts if required.
- Operating within predetermined budgets and ensuring they are achieved through the effective management of resources.
- Planning and forecasting equipment purchases and software development in relation to projected user requirements.
- Designing, building and maintaining the website and associated software and hardware systems.
- Ensuring organisation's ongoing systems capabilities in the event of unforeseen disasters such as sabotage, natural disasters, power outages.
- Managing Disaster Recovery plans, including implementing procedures, plans and security.

Key Skills

- Thorough knowledge of WAN and LAN concepts, including detailed product knowledge.
- Strong technical knowledge of desktop/LAN hardware and software.
- Thorough knowledge of security policies and practices.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.

Internal Contacts

All User Departments.

External Contacts

Equipment Suppliers, Software Suppliers and Consultants.

Typical Experience

5 - 7 years of IT experience in coupled with relevant tertiary qualifications.

Other Comments

Role found within organisations with typically less than 25 screens.
